



Greenchem Industries Pty. Ltd.  
ACN: 616 846 818  
22-24 Waldaree Street, Gepps Cross,  
SA5094  
Tel: (08)7228 5885  
www.greenchemindustries.com.au

## PRIVACY TERMS

**By providing us your personal or company information during inquiry or purchase of our goods and/or service, you consent to Greenchem Industries Pty Ltd ACN 616 846 818 (referred to in this document as “us” or “we”) collecting, using, holding and disclosing personal and credit-related personal information about you.**

This privacy statement outlines how we collect, use and disclose personal information as required under Part IIIA of the *Privacy Act 1988* (Cth) (**Privacy Act**).

### **How we collect and hold personal information**

We may collect and hold personal information (including without limitation credit information and credit eligibility information) (**personal information**) about you from time to time and we may have already collected personal information about you in the past.

The kinds of personal information we collect and hold may include your name, address and other contact details, the information you provide us by completing our credit application form, which of our goods you have purchased, credit and debit card details and information obtained when you use our website, including which of our pages you have accessed.

We hold personal information in paper and electronic form. We have in place steps to protect the information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure.

### **Purposes for collecting personal information**

The personal information we collect may be used for the following purposes:

- to provide the best possible service in supplying you with goods offered by us;
- to provide you with marketing materials in relation to offers, specials, goods and services we have available from time to time or our functions and activities via any medium including mail, telephone and email;
- if we are providing you (or an entity related to you) with credit, to assess your creditworthiness (or the creditworthiness of the entity related to you which is receiving the credit);
- for our internal management purposes, to manage our relationship with you (or any entity related to you) and to manage the payment and recovery of any amounts payable to us; and
- for other purposes which are reasonably necessary in connection with our ordinary functions and activities.

If we are not able to obtain your personal information we may be unable to provide the credit and goods you require (or that an entity related to you requires) or continue our relationship with you (or any entity related to you).

### **Who we exchange your personal information with**

You consent to us exchanging your personal information (including your credit information and credit eligibility information) with the following types of entities:

- our contractors, consultants, advisers, associates and related entities;
- any industry body, tribunal, court or otherwise in connection with any complaint made by you against us;
- any government, semi-government, statutory, public or other authorities, including without limitation the Australian Refrigeration Council; and
- any person where we are permitted or required by law to do so.

For the avoidance of doubt, we will not collect from or provide your personal information to a credit reporting body (as defined in the Privacy Act).

We are unlikely to disclose your personal information to overseas recipients.

#### **How to obtain access to your personal information**

You may obtain access to personal information which we hold about you by contacting us using the contact details set out below. When you request copies of your personal information held by us we will endeavour to provide you with such personal information as soon as reasonably practicable.

We may require you to verify your identity and specify what information you require. There may be occasions when access to personal information we hold about you is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others.

#### **Accuracy and completeness of personal information**

While we will endeavour to ensure that the personal information collected from you is up to date, accurate and complete, we will assume that any personal information provided by you is free from errors and omissions. You may request that we update or vary personal information that we hold about you using the contact details you provided.

#### **How to make a complaint about a breach of your privacy rights**

If you are of the view we have breached the Privacy Act, or any related privacy code in dealing with your personal information, you may make a complaint by writing to us using the contact details set out below and we will endeavour to provide you with confirmation as to how we propose to deal with the complaint as soon as reasonably practicable.

If you are not satisfied with our response to your complaint, you may make a complaint to the Office of the Australian Information Commissioner by visiting the following website and following the relevant steps:

<http://www.oaic.gov.au/privacy/privacy-complaints>.

#### **Our contact details**

Please direct all complaints, requests and queries in relation to your privacy to: Privacy Officer, Greenchem Industries Pty Ltd of 22-24 Waldaree Street, Gepps Cross SA 5094, (e-mail address: info@greenchemindustries.com.au).

**I confirm that I have read and understood the above privacy statement and consent to my personal information (including personal credit-related information) being used in the manner detailed in the above privacy statement.**